

1. Overview

This Scope of Work (SOW) outlines the development of a custom mobile application for the Town of Vail's Sole Power program. The app will serve as the primary platform for participants to track their human-powered commutes, engage in challenges, and access program information. This document details the project's objectives, deliverables, timelines, and key requirements.

2. Executive Summary

App Maisters will develop a user-friendly mobile application for the Sole Power program, designed to encourage sustainable transportation practices within the Eagle County community. The app will feature trip tracking, goal setting, leaderboards, challenges, rewards, and social sharing functionalities. It will be available on both iOS and Android platforms, with a web-based version accessible through the existing Sole Power website. The project will be completed within a defined timeline and budget, adhering to the Town of Vail's requirements and specifications.

3. Non-Functional Requirements

3.1. Performance

- **Response Time:** The app should respond to user actions within 2 seconds under normal network conditions.
- **Scalability:** The app should be able to handle a significant increase in user traffic and data volume without compromising performance.
- **Load Balancing:** The app's backend infrastructure should be designed to distribute load across multiple servers to ensure optimal performance and availability.
- **Security:** The app should be secure against unauthorized access, data breaches, and malicious attacks.

3.2. Reliability

- **Availability:** The app should be available 99.9% of the time, with minimal downtime for maintenance or updates.
- **Error Handling:** The app should handle errors gracefully and provide informative messages to users.
- **Data Integrity:** The app should ensure the accuracy and consistency of data stored and displayed.

3.3. Usability

- **User Interface:** The app's user interface should be intuitive, visually appealing, and easy to navigate.
- **Accessibility:** The app should be accessible to users with disabilities, adhering to accessibility guidelines.

- **Localization:** The app should be available in both English and Spanish to cater to the diverse community.

3.4. Maintainability

- **Code Quality:** The app's code should be well-documented, modular, and maintainable.
- **Version Control:** The app's development process should utilize a version control system to track changes and facilitate collaboration.
- **Testing:** The app should undergo rigorous testing to ensure functionality, performance, and security.

4. Reports

- **Weekly Progress Reports:** App Maisters will provide weekly progress reports outlining completed tasks, upcoming milestones, and any challenges encountered.
- **Monthly Status Reports:** Monthly reports will summarize project progress, key metrics, and any deviations from the original plan.
- **Final Report:** A comprehensive final report will document the project's completion, including a summary of deliverables, lessons learned, and recommendations for future improvements.

5. Compliance

- **Data Privacy:** App Maisters will comply with all applicable data privacy regulations, including GDPR and CCPA.
- **Security Standards:** The app will adhere to industry-standard security practices and protocols to protect user data.
- **Accessibility Standards:** The app will comply with accessibility guidelines, ensuring it is usable by individuals with disabilities.

6. Tools and Operating Systems

- **Development Environment:** App Maisters will utilize industry-standard development tools and frameworks for iOS and Android platforms.
- **Version Control System:** Git will be used for version control and collaboration.
- **Testing Tools:** Automated testing tools will be employed to ensure app functionality and performance.
- **Deployment Platform:** The app will be deployed on a secure and reliable cloud platform.

7. Roles and Responsibilities

- **App Maisters:** Responsible for all aspects of app development, including design, coding, testing, and deployment.

- **Town of Vail:** Responsible for providing project requirements, reviewing deliverables, and providing feedback.
- **Sole Power Program Manager:** Responsible for coordinating with App Maisters and providing program-specific guidance.

8. Deliverables

- **Mobile App:** A fully functional mobile application for iOS and Android platforms, meeting all specified requirements.
- **Web-Based App:** A web-based version of the app accessible through the existing Sole Power website.
- **User Documentation:** Comprehensive user manuals and guides for both the mobile and web-based app.
- **Technical Documentation:** Detailed documentation of the app's architecture, code, and deployment process.
- **Source Code:** All source code for the app, including backend and frontend components.

9. Assumptions

- The Town of Vail will provide timely feedback and approvals throughout the development process.
- The Town of Vail will provide access to relevant data and resources for app development.
- The Town of Vail will ensure the availability of necessary infrastructure for app deployment.

10. HIPAA-PHI Compliance Data Encryption

While the RFP does not explicitly mention HIPAA compliance, App Maisters will ensure that all user data is handled securely and in accordance with best practices for data privacy and security. This includes:

- **Data Encryption:** All sensitive user data will be encrypted both in transit and at rest.
- **Secure Storage:** User data will be stored on secure servers with access control measures in place.
- **Data Access Control:** Only authorized personnel will have access to user data.

11. Project Timeline

- **Project Start Date:** April 22, 2024
- **Project Completion Date:** May 22, 2024 (ideal) or no later than July 1, 2024

12. Project Budget

The project budget will not exceed \$50,000.

13. Communication Plan

App Maisters will maintain regular communication with the Town of Vail through weekly progress reports, monthly status reports, and scheduled meetings.

14. Project Management

App Maisters will utilize a proven project management methodology to ensure the project is delivered on time, within budget, and to the required specifications.

15. Acceptance Criteria

The project will be considered complete when the mobile app and web-based app meet all specified requirements and are successfully deployed. The Town of Vail will have the opportunity to review and approve the final deliverables before acceptance.

16. Ongoing Support

App Maisters will provide ongoing technical support for a minimum of one year after the app's launch. This includes bug fixes, security updates, and feature enhancements.

17. Disclaimer

This SOW is a general outline of the project scope and is subject to change based on further discussions and clarifications with the Town of Vail.